

**B. Amendments to the Specification:**

On page 5 of the specification at line 17, please add the following paragraphs:

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One embodiment of the invention provides a method of gathering, processing, storing, and displaying information concerning a complex business situation. The method includes: providing a graphical user interface for entering data concerning said complex business situation; refining said data in a predetermined, stepwise manner through user interaction with the graphical user interface; generating, through the stepwise manner and the graphical user interface, a list of effective actions for addressing the complex business situation; and storing the data in an indexed and normalized form in a knowledge base adapted for structured query and retrieval in performing the steps of refining and generating.

91 Another embodiment of the invention provides a computer program product. The product includes computer readable program code fixed on a computer readable medium operable to receive, process, store, and display information concerning a complex business situation. The code includes: computer readable program code for providing a graphical user interface for entering data concerning the complex business situation; computer readable program code for refining the data in a predetermined, stepwise manner through user interaction with the graphical user interface; computer readable program code for generating a list of effective actions for addressing the complex business situation through use of the computer readable program code for refining the data; and computer readable program code for storing the data in an indexed and normalized form in a knowledge base adapted for structured query and retrieval by the computer readable program code for refining the data and the computer readable program code for generating the list.

Yet another embodiment of the invention provides an apparatus for gathering, processing, storing, and displaying information concerning a complex business situation. The apparatus includes: a graphical display device operable to provide a graphical user interface for entering data concerning the complex business situation; a digital input device for entering the data; a first memory for storing the data for indexed retrieval; a processor for refining the data stored in the first memory in a predetermined, stepwise manner through user interaction with the graphical user interface and the digital input device; a second memory having a set of instructions operable by the processor to generate, through the stepwise manner and the graphical user interface, a list of effective actions for addressing the complex business situation; and a third memory operable to store the entered data and the refined data in an indexed and normalized form in a knowledge base adapted for structured query and retrieval.

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